

DUTY STATEMENT

GS 907T (REV. 03/03)

SHADED AREA FOR HUMAN RESOURCES ONLY**INSTRUCTIONS:** Refer to the Essential Functions Duty Statement Preparation and Construction Manual for Instructions

RPA-

12166**EFFECTIVE DATE:**

1. DGS OFFICE OR CLIENT AGENCY Office of Administrative Hearings	POSITION NUMBER (Agency - Unit - Class - Serial) 306-662-4800-002
2. UNIT NAME AND CITY LOCATED Special Education – Sacramento	3. CLASS TITLE Staff Services Manager I
4. WORKING HOURS/SCHEDULE TO BE WORKED Monday through Friday, 8 a.m. to 5 p.m.	5. SPECIFIC LOCATION ASSIGNED TO 2349 Gateway Oaks Drive, Suite 200
6. PROPOSED INCUMBENT (If known)	7. CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 306-662-4800-002

The Department of General Services' (DGS) and Office of Administrative Hearings' (OAH) Core Values and Employee Expectations are key to the success of OAH's Mission. That mission is to "provide a neutral forum for fair and independent resolution of administrative matters, ensuring due process and respecting the dignity of all." DGS/OAH employees are to adhere to OAH's Core Values and Employee Expectations, and to perform their duties in a way that exhibits and promotes those values and expectations.

8. BRIEFLY (1 - 3 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS

Under the direction of the Presiding Administrative Law Judge, the Staff Services Manager I (SSM I) is responsible for supervising and providing general direction to office staff in the Special Education (SE) Division.

9. Percentage of time performing duties	10. Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i>
25%	<p>All work is to be accomplished in accordance with federal laws and policies; the Individuals with Disabilities Education Act, the Interagency Agreement, the California Department of Education, the State Administrative Manual (SAM); California Department of Human Resources (CalHR); State Personnel Board (SPB) regulations and guidelines; California Administrative Procedure Act (APA); the OAH Procedures Manual; and the DGS Manual.</p> <p>This position is designated under the Conflict of Interest Code and is responsible for making, or participating in the making of, governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.</p> <p>ESSENTIAL FUNCTIONS</p> <p>As a member of the leadership team of the SE Division, the SSM I is considered a program expert and provides technical support for a professional staff of Administrative Law Judges:</p> <ul style="list-style-type: none"> • Works closely with other leadership team members to establish and implement short and long-term organizational goals; formulates policies and operating procedures; monitors and evaluates operational effectiveness; and makes necessary changes to improve the SE Division program. • Assists the SE Division Presiding Administrative Law Judge and the Presiding Administrative Law Judges in drafting responses and recommendations to OAH's management on complex and politically sensitive statewide issues involving the SE Division.

11. SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE

SUPERVISOR'S NAME (Print) Bob Varma	SUPERVISOR'S SIGNATURE	DATE
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12. EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise to balance the workload.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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25%	<ul style="list-style-type: none"> Is responsible for continuous strategic planning resulting in the evaluation and implementation of continuous process improvement. Communicates program goals, objectives and expectations of the SE Division to subordinate staff. <p>In order to maintain an accurate reporting to the State Controller's Office (SCO) for issuance of correct payroll warrants of subordinate staff's time through the use of the Project Accounting and Leave (PAL) system, in accordance with DGS policies and guidelines, bargaining unit contract provisions and SPB or CalHR laws and rules:</p> <ul style="list-style-type: none"> Grants or denies subordinate staff requests for time off or requests to work overtime and keeps track of such requests. Ensures subordinate staff has sufficient leave credits available for the requested leave. Approves PAL entries for subordinate staff on dock or AWOL on or before the designated SCO's semi-monthly or monthly payroll cut-off date in order to ensure issuance of a SCO warrant for pay day. Approves or disapproves PAL entries for subordinate staff within three (3) working days after the completion of the pay period. This is to ensure the correct issuance of a SCO warrant, issuance of correct overtime pay due to an employee, and proper billing to clients for services rendered. Provides feedback to employees on performance noting exceptional performance as well as areas for improvement through regular discussions. Maintains records of employee performance discussions and provides them to management when requested. Takes action to address employee performance issues by working closely with OAH management and DGS Human Resources staff as required. Completes personnel action documentation and conducts hiring interviews to maintain adequate staffing levels and facilitate the recruitment process.
20%	<p>In order to effectively address, review, and resolve open file category complaints by researching federal laws, state laws, regulations, agency guidelines, the PM calendaring system, and the internet; the incumbent:</p> <ul style="list-style-type: none"> Responds to interested parties regarding their rights under the law and, to the extent possible, provides answers to their questions either verbally or in writing. Ensures that case data is properly entered and maintained in the case management system. Audits case data by reviewing the PM calendaring system and other pertinent reports and data. Promotes and is accountable for customer satisfaction and quality services by analyzing and, when necessary, making changes to improve OAH's customer service.
15%	<p>The SSM I performs these duties in accordance with CalHR rules and regulations and OAH policies, procedures and processes for personnel management.</p> <ul style="list-style-type: none"> Assigns workload to subordinate staff and provides comprehensive expectations on assignments, tasks and desired outcomes. Ensures that deadlines and goals are met. Delegates responsibility to staff to facilitate timely completion of work. Reviews work, evaluates and monitors performance of staff by completing probationary reports and individual development plans to ensure performance expectations are met. Provides on-the-job training, identifies methods to perform the work, establishes work priorities, determines deadlines and approves formal training necessary to perform tasks effectively.

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<div data-bbox="183 270 243 296">10%</div> <div data-bbox="183 726 243 751">5%</div>	<p data-bbox="354 243 1518 296">In order to monitor reporting requirements for the SE Division established by the California Department of Education (CDE) through the Interagency Agreement (IA), the incumbent:</p> <ul data-bbox="397 306 1518 636" style="list-style-type: none"> • Reviews, revises, and amends OAH policies and procedures related to the SE due process hearings and mediations to ensure they adhere to pertinent federal and state laws, CDE regulations and the IA. • Attends and chairs meetings with OAH management, Presiding Administrative Law Judges (PALJs), subordinate staff, and CDE staff. • Attends and participates in advisory committee meetings to stay current on issues of interest to the parents and special education community impacting the IA and to assist OAH's in meeting its responsibilities under the IA. • Meets regularly with CDE's program monitor to provide updates on the process, discuss current issues, and offer recommendations to improve the PM calendaring system, and other systems used to capture statistical information. <p data-bbox="354 690 662 716">MARGINAL FUNCTIONS</p> <ul data-bbox="397 726 1518 814" style="list-style-type: none"> • With the assistance of statewide subordinate staff, creates a variety of reports to identify the effectiveness of processes and other specific case related data. • May participate in special projects in order to assist management, as time permits. <p data-bbox="354 850 839 877">KNOWLEDGE, SKILLS AND ABILITIES</p> <p data-bbox="354 913 1518 1155"><i>Knowledge of:</i> Principles, practices, and trends of public and business administration, including management and supportive staff services such as personnel, management analysis, planning, program evaluation, or related areas; principles and practices of employee supervision, development, and training; program management; formal and informal aspects of the legislative process; the administration and department's goals and policies; governmental functions and organization at the State and local level; department's Equal Employment Opportunity Program objectives; and a manager's role in the Equal Employment Opportunity Program and the processes available to meet those objectives.</p> <p data-bbox="354 1190 1518 1459"><i>Ability to:</i> Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; review and edit written reports, utilize interdisciplinary teams effectively in the conduct of studies; manage a complex Staff Services program; establish and maintain project priorities; develop and effectively utilize all available resources; and effectively contribute to the department's Equal Employment Opportunity objectives.</p> <p data-bbox="354 1495 751 1520">DESIRABLE QUALIFICATIONS:</p> <ul data-bbox="397 1530 1518 1780" style="list-style-type: none"> • Demonstrated experience writing policies, procedures, issue papers and reports. • Strong and proven writing skills. • Skilled in program/project management in a team environment. • Excellent written and verbal communication skills. • Excellent organization and research skills with attention to detail. • Ability to work well with changing assignments and priorities. • Familiarity and sensitivity to the priorities, missions and goals of the Department of General Services, Office of Administrative Hearings, and the Special Education Division. <p data-bbox="354 1808 899 1833">SPECIAL PERSONAL CHARACTERISTICS:</p> <ul data-bbox="397 1843 1518 1932" style="list-style-type: none"> • Demonstrated ability to act independently, open-mindedness, flexibility and tact. • Demonstrated ability to maintain confidentiality. • Dependability and excellent attendance record.

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	<p>INTERPERSONAL SKILLS:</p> <ul style="list-style-type: none">• Ability to work and communicate confidently and courteously with a wide variety of people and personality types.• Demonstrated interest in assuming increasing responsibility.• Mature judgment, loyalty, tact and discretion.• Ability to work well with a team or independently. <p>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES:</p> <ul style="list-style-type: none">• Office environment, business dress according to office policy.• Requires ability to effectively handle stress and deadlines in a fast-paced legal work environment.• Daily use of personal computer and related software applications at a work station.